Serving our Citizens in French

Annual Report

French Language Services of the Government of Yukon 2005–2006

Yukon
Highways and Public Works
Bureau of French Language Services

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The Government of Yukon gratefully acknowledges the financial contribution of the Government of Canada toward the provision of French Language Services.

Cover photo: Sylvie Desfossés provides service in French and English at the Government of Yukon's main inquiry centre.

On behalf of the Government of Yukon, it is my pleasure to present the 2005–06 annual report on French Language Services.

Our commitment under the *Languages Act* and the French Language Policy is to communicate with and provide services in French to our Francophone citizens. I am proud of the services. Highlights from 2005–06 include:

- bilingual staff continuing to serve in several frontline positions — the main inquiry centre, the Motor Vehicles counter, the Court Services Branch and Tourism and Culture's visitor information centers in Whitehorse and Dawson City;
- two social workers, a community health nurse and a family support worker providing health-related services in French;
- major campaigns on highway safety, family violence prevention and healthy pregnancies promoted in French;
- a partnership between the government and *Espoir Jeunesse* — the Yukon's Francophone youth group — providing programs to help young people strengthen their cultural identity;
- the annual artists' studio guide promoting Francophone artists; and
- a promotion to national and international Francophone tourism markets providing opportunities for Yukon entrepreneurs.

I am pleased to be working with a positive and dynamic Francophone community. In 2005–06, we invited a representative from the community to help with the selection of a Director of French Language Services. The successful candidate for Director, Carol Genest, started in January, 2006.

We also started the process to create a Directorate of French Language Services, to give French language services a greater profile within government.

All of this demonstrates our commitment to listening to our citizens and meeting their needs. Together, we will build on our success.

Glenn Hart,
Minister responsible
for the Directorate of
French Language Services

Patrice Berrel
A/Director of French Language Services
(to December 30, 2005)

It has been rewarding to serve as Acting Director of French Language Services. I have enjoyed working closely with the Francophone community and have been pleased with the professionalism with which departments and agencies across the Government of Yukon have provided service in French.

Because of ground work laid during 2005–06, the Bureau is set to become a directorate early in 2006. This means French language services will enjoy a higher profile within government. It will provide more opportunities for the strong relationship to flourish between the Government of Yukon and the Francophone community. I am proud to have been part of that evolution.

Carol Genest
Director of French Language Services
(starting January 3, 2006)

I feel privileged to serve the Yukon public in the unique and exciting role as Director of French Language Services.

It is a pleasure to be working with dedicated professionals at the Bureau and throughout the Government of Yukon. The Evaluation of the Canada-Yukon Funding Agreement on the Development, Enhancement and Implementation of French Language Services, 1999–2004 noted that the quality of French in the government's communications — signs, advertisements, brochures, publicity campaigns and news releases — is very high. That's something of which we can all be proud.

I look forward to our continuing dialogue and consultation with the Yukon Francophone community, and to assisting all Government of Yukon departments and agencies in providing the very best of service and communication in French.

These are the French language service coordinators for 2005–06. They play a crucial role in ensuring government departments and agencies provide service in French to Yukon citizens.

Department	**Coordinator(s)**
Justice	Catherine Simpson
Health and Social Services	Patricia Living
Community Services	Nathalie Harwood Brenda Wale
Highways and Public Works (Queen's Printer)	Jo Pond
Tourism and Culture	Karen Keeley
Economic Development	Diane Nikitiuk
Energy, Mines and Resources	Tara O'Donovan
Environment	Wendy Radwanski
Executive Council Office	Andrea Buckley
Finance	Bill Curtis
Women's Directorate	Julie Haywood
Yukon Energy Corporation	Janet Patterson
Yukon Liquor Corporation	Nathalie Harwood
Yukon Workers' Compensation Health and Safety Board	Becky Striegler Mark Hill
Yukon Housing Corporation	Louise Legault
Public Service Commission	Liz McKee
Education	Gilbert Lamarche
Legislative Assembly	Jo-Ann Waugh

Edwige Graham (left) provides bilingual service at the Department of Justice's court registry. Catherine Simpson is the Manager of Court Administration and the department's French language services coordinator.

French language services are in place to meet the government's commitments and obligations under Yukon's *Languages Act*, which was enacted in 1988. Under this legislation:

- people have the right to use English, French, or a Yukon aboriginal language in the Legislative Assembly;
- they have the right to use French or English in any Yukon court;
- Yukon acts and regulations must be published in English and French; both versions have equal authority; and
- "Any member of the public in the Yukon has the right to communicate with, and to receive available services from, any head or central office of an institution of the Legislative Assembly or of the Government of Yukon in English or French..."

RESPONSIBILITIES AND PRIORITY AREAS

The government's Communications Policy reinforces that services and information be provided in keeping with the *Languages Act*. The French Language Policy states deputy ministers and presidents "ensure the development and implementation of departmental action plans for the provision of services in French..."

The policy also states that Yukon's Francophone community is the target clientele and "will be consulted on an ongoing basis with respect to its needs and priorities..." The community has identified the following priority areas for services in French:

- justice;
- health;
- social services;
- economic development;
- public safety;
- communication; and
- education.*

*(*Education in this context refers to government services of an educational nature, not to the public school system. The Department of Education looks after programs related to Kindergarten to Grade 12, and those results are contained in a separate report.)*

FUNDING AGREEMENTS WITH CANADA

Under the Canada-Yukon Language Agreement, signed on April 28, 1988, the Government of Canada covers the cost of French language services delivered by the Government of Yukon. The agreement states "Canada recognizes that the provision of French language rights and services will require funding being made available by Canada to the Yukon for this purpose." Canada and Yukon have signed subsequent five-year agreements on funding since 1988.

French language training for adults is not covered by this agreement; it is funded by the Government of Yukon and by registration revenue.

EVALUATION

Services under the Canada-Yukon funding agreements recently went through a comprehensive review, overseen by a committee of representatives from the Yukon Francophone community and the Yukon government. The Evaluation of the Canada-Yukon Funding Agreement on the Development, Enhancement and Implementation of French Language Services, 1999–2004 noted several points:

- the Government of Yukon's communications in French — signs, advertisements, brochures, publications and news releases — are of very high quality;
- ongoing consultation — through a working committee with representatives of the Francophone community and Bureau of French Language Services — is very effective;

- many direct services and communications materials are provided by the government in French, such as assistance from bilingual frontline staff, signs, forms, and a good deal of advertising; statutes and regulations are printed in French and English;

- the Yukon Francophone community relies largely on its French language newspaper, *L'Aurore boréale*, to find out about government programs and initiatives; and

- Francophones appreciate the efforts of the Government of Yukon to provide services in French and feel the services make a difference.

The evaluation also noted where improvements are needed within the Government of Yukon: more bilingual staff, higher visibility of French language services, increased awareness of obligations to provide service in French, and more web information in French. The report also recommended an increase in federal funding for French language services.

PARTNERSHIP AND EXCHANGE AGREEMENT WITH QUEBEC

The Government of Yukon has a partnership and exchange agreement with the Government of Quebec to help with the development of the Francophone community and the preservation of French language and culture.

Under this agreement, the two governments provided $12,500 each to the cultural sector of the *Association franco-yukonnaise* for its project "*Une culture en partage.*" It involved cultural, artistic, and community activities aimed at increasing the positive influence of the French language and Quebec culture. The purpose was also to reach Anglophones, First Nations and other cultural groups.

"*Une culture en partage*" included activities such as:

- *cabane à sucre* (a booth which provided maple syrup treats at Yukon community events);

- performances by Quebec musicians at Yukon's Frostbite Music Festival and at Yukon schools;

- the training of radio announcers using expertise from Quebec;

- the acquisition and promotion of Quebec products, such as beer, cheese and maple syrup;

- presentations by Quebec artists and training of Yukon Francophone artists; and

- presentations of Quebec films.

Cabane à sucre — supported by funding through the Partnership and Exchange Agreement between Yukon and Quebec — was popular during the Sourdough Rendezvous winter festival in Whitehorse. Photo courtesy of Association franco-yukonnaise (AFY).

The Government of Yukon's approach to serving the Francophone community is based on consultation, collaboration and quality of service.

In keeping with the French Language Policy, the services are to be:

- **useful** — meeting real, expressed needs of the Yukon Francophone community;
- **useable** — practical, accessible, consistently maintained and of comparable quality to services in English; and
- **used** — promoted to those who would potentially use it.

The following outlines the services and achievements of each department and agency between April 1, 2005 and March 31, 2006. Services are grouped under priority areas of the Yukon Francophone community (see page 4 for the list of priority areas).

PRIORITY AREA: JUSTICE

Because justice is a priority area of the Francophone community, most services of the Department of Justice are of key importance.

Under the *Languages Act*, all Yukon legislation and regulations are produced in French and English and have equal weight in both languages.

In 2005–06, the department had two bilingual legislative counsel who drafted and translated 19 Yukon statutes, one House amendment, 174 regulations and orders-in-council, 17 ministerial orders and seven orders of the Yukon Workers' Compensation Health and Safety Board. A bilingual assistant provided support in the production of these documents.

The legislative counsel also handled 611 miscellaneous tasks such as:

- responding to inquiries in French about legislation;
- providing legal opinions in French and English on language law;
- translating French correspondence sent to the Minister or Deputy Minister of Justice;
- translating court forms or rules into French;
- providing expert assistance to legal colleagues on Constitutional and language issues before the courts;
- corresponding in French with other jurisdictions on legal matters; and
- responding to informal inquiries from the Yukon Francophone community.

A bilingual counter clerk provided service in French in the court registry of the Court Services Branch. She also provided court clerk services in French and clerked a five-day bilingual trial in 2005.

In 2005–06, the court registry received 68 inquiries in French at the Supreme Court level and three inquiries at the Territorial Court level.

The *Languages Act* provides that French or English may be used by any person in any Yukon court proceeding. In 2005–06, the department provided seven days of court interpretation in a Dawson City trial by hiring a certified court interpreter from Vancouver. The Bureau of French Language Services also provided 10 hours of interpretation services in other court cases.

Bilingual staff in the Adult Probation office of the Community Justice and Public Safety Branch assisted clients in a variety of matters.

PRIORITY AREA: COMMUNICATION

The department published French versions of seven booklets on family law court procedures to help self-represented litigants use and understand the family justice system.

It advertised key programs and awareness initiatives in French, including:

- Victim Link (24-hour crisis line);
- Protect Your Drink;
- Crime Prevention;
- Small Claims Court;
- Kids First — The Yukon Maintenance Enforcement Program; and
- the Family Violence Prevention Act Revision.

PRIORITY AREAS: HEALTH AND SOCIAL SERVICES

Because most its services are in priority areas of the Francophone community, the Department of Health and Social Services provides many services in French.

The department's bilingual staff includes: two social workers, a community health nurse and a family support worker. Many other employees provide services in French on an ongoing basis as required.

In 2005–06, the department contracted with the Yukon Family Services Association to provide French language counseling to individuals and families.

PRIORITY AREA: COMMUNICATION

The department continued to produce materials and publications in French or bilingual formats to ensure people can get information important to their health and well-being. These materials included:

- medical treatment travel booklets;
- immunization posters and leaflets;
- child abuse treatment brochures;
- well water testing brochures;
- child care services newsletters;
- a school health newsletter;
- a poster on dishwashing;
- brochures on lice;
- Pioneer Utility Grant applications (to help seniors with home heating costs);
- information on tobacco cessation;
- community day programming information from Continuing Care; and
- information on funding for individuals with disabilities.

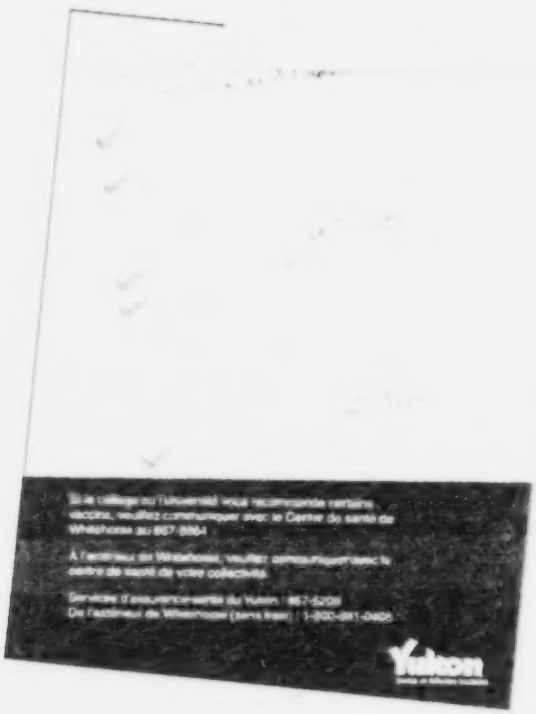
Ysabelle Perreault is a bilingual family support worker with the Department of Health and Social Services.

The department continued to promote its services, programs and awareness campaigns in French. This included advertising on the following topics:

- "This is Our Baby" (to promote healthy behavior during pregnancy);
- child care providers;
- Hanta and West Nile viruses;
- the Yukon Health Guide;
- flu vaccinations;
- meningococcal vaccinations;
- prostate cancer;
- foster parenting;
- college students' health;
- Youth Investment Fund;
- Health Investment Fund; and
- Health and Social Services Council meetings.

OUTSTANDING ISSUE

Responsibility for Whitehorse General Hospital was transferred from Canada to the Government of Yukon in 1993. Universal health programs were transferred in 1997. There were no clauses referring to French language services in those devolution agreements. In October 2003, at Health Canada's request, the Government of Yukon submitted a *Plan to Improve Access to Health Services in French in the Yukon* to Canada for funding. To date, the federal government has not provided any funding.



PRIORITY AREA:
COMMUNICATION

Bilingual staff provide service in French — in person or by phone — at the Government of Yukon's main inquiry centre. Staff at this desk transfer calls and direct people to departments, answer questions about programs and services and provide brochures in both languages. People can call the Inquiry Desk toll-free from anywhere in the Yukon at 1-800-661-0408, Ext. 5811.

Bilingual staff also assist the public at the Motor Vehicles Branch in Whitehorse, providing everything from driver's tests to vehicle registration renewals. This service also has a toll-free number reachable throughout the Yukon: 1-800-661-0408, Ext. 5315.

In 2005–06, the department promoted its services in French with advertising on:

- French language service at the main inquiry desk;
- homeowner grants;
- Whitehorse Public Library activities and the library's French collection;
- Family Literacy Day;
- fire safety; and
- the fair wage schedule review.

PRIORITY AREA:
PUBLIC SAFETY

Community Services updated French versions of forest fire safety manuals and advertised them in French.

PRIORITY AREA:
EDUCATION

The department enhanced the Yukon public library system by purchasing 174 new French books and DVDs, as well as some paperbacks, and by maintaining a collection of French language magazines such as *L'Actualité*, *Vie Des Arts* and *Châtelaine*.

The Whitehorse Public Library hosted Family Literacy Day — a bilingual event that drew more than 350 children and adults who took part in activities in French and English.

PRIORITY AREAS:
ECONOMIC DEVELOPMENT
AND COMMUNICATION

BizPal is an award-winning web-based service that allows members of the public to easily access information about permits they need to start or grow a business in the Yukon. In 2005–06, part of BizPal's web site was produced in French, with more work planned for subsequent years. The project is very helpful to new entrepreneurs; in fact, BizPal received the Gold award for customer care from the Canadian Information Productivity Awards program. The project has involved the work of more than 100 Government of Yukon employees as well as collaboration between the governments of Canada, Yukon, British Columbia and Ontario, the City of Whitehorse and several other municipalities.

Michel Dupont provides assistance in French at the Motor Vehicles Branch counter in Whitehorse.

PRIORITY AREA:
COMMUNICATION

The Department of Highways and Public Works includes the Queen's Printer, which produces government publications in French and English. The department's Sign Shop produces signs in both languages.

The department coordinates the production, in French and English, of the blue pages in the NorthwesTel phone book. The blue pages provide contact numbers for federal, territorial, municipal and First Nation government services, as well as those of non-government organizations.

The department also oversees publication of the Yukon Gazette, which announces in both languages Yukon laws, regulations, appointments, corporate notices and other public notices required by law.

In 2005–06, Highways and Public Works produced advertising in French on:

- hours of service for the George Black Ferry in Dawson City;
- the ceremony to extend the trolley line in Whitehorse; and
- Yukon's spring clean-up campaign.

PRIORITY AREA:
PUBLIC SAFETY

The department often promotes public safety and in 2005–06 advertised in French on topics such as:

- bridge improvements;
- winter driving safety; and
- bicycle safety.

PRIORITY AREA: COMMUNICATION

Tourism and Culture has one full time and one half time bilingual position and five French-speaking staff who assist at the Whitehorse and Dawson City visitor information centres and at the Yukon Beringia Interpretive Centre and the Tourism Business Centre in Whitehorse.

In the summer of 2005, the department contracted the Yukon Conservation Society to employ bilingual interpretive guides to work at Canyon City — a site on the Yukon River tied to the history of the Klondike Gold Rush and Yukon First Nations.

Advertising in French covered:

- extended hours of the visitor information centres;
- heritage awards;
- historic properties assistance;
- historic sites designations;
- the call for performers for the 2006 Arctic Winter Games;
- the Beringia Centre — Atlatl Championships and summer day camps; and
- support for Small Business Week and the Frantic Follies program.

PRIORITY AREA: ECONOMIC DEVELOPMENT FOR TOURISM-RELATED BUSINESSES

The department advertised funding programs in French, including:

- the Tourism Co-operative Marketing Fund;
- the Arts Fund and Advanced Artist Award; and
- the Yukon Buyer's Show.

Products developed in French and English included:

- "Art Adventures on Yukon Time Studio Guide," including a listing of French-speaking artists — helping to promote local Francophone artists and artisans;
- "Created in the Yukon/Création yukonnaise" bags, tags and logos for Yukon artists and artisans;
- a promotional piece on the Beringia Interpretive Centre; and
- program guidelines and application materials for the Advanced Artist Award and the Arts Fund, for French-speaking applicants.

Tourism and Culture partnered with *RDÉE (Réseau du développement de l'économie et de l'employabilité)*, the economic development arm of the *Association franco-yukonnaise*, on a number of initiatives:

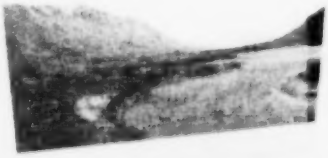
- a promotional lure piece to promote the Yukon to national and international Francophone markets; and
- hosting travel media whose audiences are French-speaking Canadians and Europeans.

Tourism Yukon also ensured that all enquiries coming through *www.tourismeyukon.ca* were replied to in French. All inquiries coming to Tourism Yukon through the Government of Yukon's toll-free inquiry number were also handled in French.

PRIORITY AREA: EDUCATION

The department produced, in French and English:

- a three-panel display on "Black History of the Yukon;"
- a web exhibit, "At Home in the Yukon," hosted through Yukon Archives, showcasing Yukon through the eyes of its people: at home, at work, and at play;
- a web exhibit on Claude and Mary Tidd, a Northwest Mounted Police member and nurse who documented their lives in the 20s, 30s and 40s in Yukon with captivating photography and letters;
- a booklet on the archeological history of the Annie Lake area, outside Whitehorse; and
- the exhibit, "The Last Great Ice Age," shown at the Beringia Interpretive Centre.



Archives librarian Peggy D'Orsay with the bilingual display: "Black History of the Yukon."

PRIORITY AREAS:
ECONOMIC DEVELOPMENT &
COMMUNICATION

- Economic Development promoted its programs with a French insert in Yukon's French community newspaper, *L'Aurore boréale*, in the fall of 2005.

- It also advertised the Community Development Fund in French. Application forms and information about eligibility requirements are available in French on the department's web site.

- The department has been engaged in ongoing discussions with the *Association franco-yukonnaise* about labour recruitment and programs.

PRIORITY AREAS: COMMUNICATION & ECONOMIC DEVELOPMENT

Energy, Mines and Resources did extensive advertising in French to inform the public of its programs and to invite or highlight public participation in natural resource-related economic activities. Advertising covered areas such as:

- meetings of the Land Application Review Committee;
- Yukon Environmental and Socioeconomic Assessment Act (YESAA);
- agriculture land applications;
- agriculture lottery sales;
- the draft agriculture policy review;
- nominations for Farmer of the Year;
- the annual agriculture conference;
- forestry stumpage fees;
- Christmas tree-cutting; and
- reclamation award nominations.

The department also produced agriculture fact sheets and forms in French and English.

It produced new bilingual signs for its Forest Management, Oil and Gas and Mineral Resources branches.

PRIORITY AREA: COMMUNICATION

In 2005–06, the department published the following in French and English:

- hunting, trapping and fishing permits and licences;
- hunting, trapping and fishing regulation summaries;
- advertisements of hunt draw dates and hunter check stop programs;
- a questionnaire for bison hunters;
- promotional material for the annual Celebration of Swans;
- advertisements and a prize catalogue for the Recycling Club; and
- a brochure on Yukon campgrounds — "Camping on Yukon Time."

PRIORITY AREA: EDUCATION

In the areas of education, Environment produced in French:

- the "Educators' Guide to Environment Yukon;"
- "Yukon's Wildlife Viewing Guide," a 60 page booklet highlighting wildlife habitat and viewing opportunities throughout the territory; and
- a colouring book on bear awareness, *"Gare aux ours!"*

The department makes about five school presentations in French per year — to students at the French first language school, *École Émilie Tremblay*, and to those in the French immersion program at Whitehorse Elementary.

PRIORITY AREA: PUBLIC SAFETY

To assist campers, Environment produced a brochure on bear awareness in French and English.

PRIORITY AREA: COMMUNICATION

Government of Yukon news releases are all processed through the government's Executive Council Office (ECO) and are produced in French and English.

In 2005–06, ECO advertised several high profile events in French:

- the swearing-in of Cabinet;
- the Speech from the Throne;
- the Premier's community tour and Christmas greeting;
- the Commissioner's swearing-in ceremony;
- the Commissioner's Levée (New Year's Day reception) and Commissioner's Awards;
- the commemoration of VE Day for Yukon veterans; and
- the annual Celebration of Music at Christmas.

Other initiatives produced in French:

- advertisements for openings on government boards and committees (ECO also revised the nomination form to include French Language Services under "areas of interest"); and
- the Permit/Authorization Guide for Activities in the Yukon Territory, which describes permits and authorizations required for industrial projects.

The Government of Yukon, through ECO and the Youth Directorate, provided funding to *Espoir Jeunesse*, the youth sector of the *Association franco-yukonnaise*. The purpose was to develop programs for Francophone youth to strengthen their cultural identity, such as programs in education, sports, recreation, art, culture, economic development and advocacy. The partnership provided *Espoir Jeunesse* with the opportunity to work with other agencies and youth organizations to provide a Francophone youth perspective.

Students from École Émilie Tremblay and adults take part in an improvisational performance — an activity of Espoir Jeunnesse. Photo courtesy of AFY.

PRIORITY AREA:
COMMUNICATION

In 2005–06, the department produced in French:

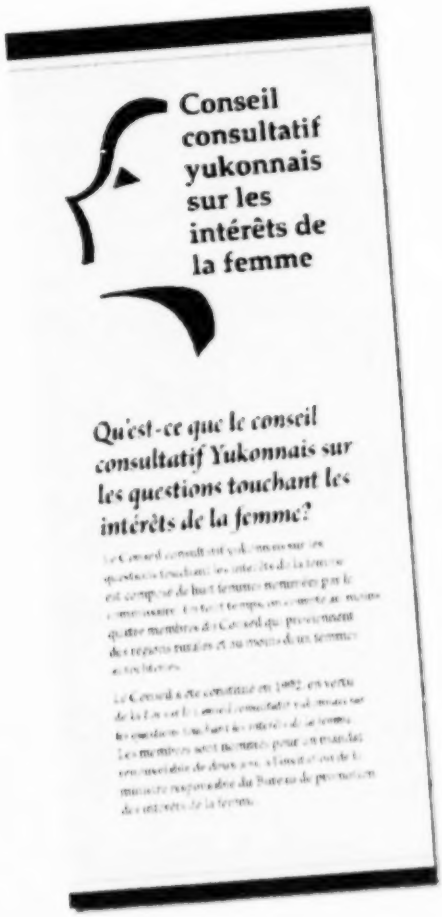
- several documents and the speech for the 2006–07 territorial budget; and
- the Premier's letter to Yukoners about a new energy rebate announced in December 2005, as well as the rebate form.

PRIORITY AREAS: PUBLIC SAFETY, HEALTH & COMMUNICATION

Many initiatives and programs of the Women's Directorate are focused on promoting safety for women and their families. In 2005–06, the directorate produced the following material in French and English:

- advertising on the Women's Health Forum;
- a brochure and advertising on the Yukon Advisory Council on Women's Issues bursary program;
- a long term awareness campaign on violence against women;
- the booklet "Options, Choices, Changes" for women in abusive relationships; and
- advertising on Sexual Assault Prevention Month.

The directorate also worked with *Les EssentiElles* — the Yukon Francophone women's group — and other women's organizations to hold events and public education initiatives on sexual assault prevention during May 2005. It also collaborated with *Les EssentiElles* to ensure French language materials reached Francophone women and their families.


Conseil consultatif yukonnais sur les intérêts de la femme
Qu'est-ce que le conseil consultatif Yukonnais sur les questions touchant les intérêts de la femme?

PRIORITY AREAS: COMMUNICATION & EDUCATION

In summer 2005, bilingual students provided service in French at the Whitehorse Rapids Fishway — a facility that allows Yukon River salmon to continue their migration around the hydro dam at Whitehorse. Students helped the public to understand the workings of the fishway and the history of the salmon.

To inform the public about its energy-producing and environmental projects, Yukon Energy Corporation produced a number of items in French and English:

- information panels and signs at the Whitehorse Rapids Fishway;
- brochures on the corporation's Whitehorse facilities, including a brochure on the Whitehorse Rapids Fishway and hatchery;
- a brochure and advertising on a scholarship program for Yukon students studying natural sciences, engineering, technologies, business administration, commerce or economics (a partnership with Yukon Energy's parent company, the Yukon Development Corporation); and
- the DVD — "The Life Cycle of the Chinook Salmon."

PRIORITY AREA: PUBLIC SAFETY

Public safety is a major focus of the energy corporation's signs and communications around the Whitehorse Rapids Hydroelectric Facility and Fishway in Whitehorse. In 2005–06, the corporation produced signs and brochures in French and English.

PRIORITY AREAS: COMMUNICATION & PUBLIC SAFETY

Throughout the year, the Yukon Liquor Corporation publishes several ads and announcements — in conjunction with community events — to promote responsible drinking. In 2005–06, these appeared in French and English at events by groups such as:

- the Yukon Fish and Game Association;
- the Dawson City Music Festival;
- the Whitehorse Curling Club;
- the Yukon Broomball Association;
- the Frostbite Music Festival; and
- the Youth of Today Society.

The corporation advertised liquor store hours for the Whitehorse store and all five rural outlets in French and English.

During 2005–06, translation of the liquor corporation's web site and various forms — such as order forms, reception permits, special occasion permits — got underway, to be completed in 2006–07.

The liquor corporation assists with government-wide distribution of communication materials through the offices of territorial agents located in Dawson City, Faro, Haines Junction, Mayo and Watson Lake.

The corporation produced and used Fetal Alcohol Syndrome warning labels in French and English for alcohol sold in Yukon.

A key public education project was its partnership with *Educ'alcool* — a non-profit organization based in Quebec that focuses on education and the promotion of responsible drinking. Through this partnership, the publication "Be Prepared To Talk To Your Children About Drinking" was made available in French at Yukon liquor outlets and also on the liquor corporation's web site.

The liquor corporation also produced its pamphlet "Hosting an Event" in French and provided copies to the *Association franco-yukonnaise*.

PRIORITY AREA:
COMMUNICATION

The Yukon Workers' Compensation Health and Safety Board advertised in French and English its community-wide consultation called "Working Together on Prevention." It also advertised its annual information meeting in French.

PRIORITY AREA:
PUBLIC SAFETY

The board also produced French versions of its advertising on Passport to Safety — to promote the safety of Yukon workers between the ages of 15 and 24.

PRIORITY AREA:
COMMUNICATION

Yukon Housing Corporation advertised its home repair program that helps Yukoners increase their homes' energy efficiency. The program was promoted in French in *L'Aurore boréale*, Yukon's French community newspaper.

Services in French were provided by numerous bilingual staff who are available in person or by phone for all programs and services offered by Yukon Housing Corporation.

Yukon Housing Corporation obtained and displayed bilingual information on programs and services offered by the Government of Canada.

PRIORITY AREA:
COMMUNICATION

The Public Service Commission, Staff Development Branch funds French language training for employees. The commission's Corporate Human Resource Services Branch advertises in French employment opportunities for bilingual positions.

In 2005–06, the branch's Workplace Diversity Employment Office published — in French and English — a brochure that explains the Training and Work Experience Program for people with disabilities.

(NOTE: This annual report covers government services of an educational nature and also post-secondary programs, but not programs for the Kindergarten to Grade 12 public school system. Those results are contained in a separate report.)

PRIORITY AREAS: COMMUNICATION & EDUCATION

To assist post-secondary students, the Department of Education published its Student Financial Assistance booklets in bilingual format and advertised its student financial assistance programs in French and English.

PRIORITY AREA: COMMUNICATION

The assembly produced a number of items in French in 2005–06:

- an update on "Information for Candidates in Yukon Elections;"
- polling division descriptions;
- updated biographies of some members of the Legislative Assembly (for the web); and
- a summary of the Copperbelt by-election.

The Bureau of French Language Services helps departments and agencies meet their obligations under the *Languages Act* and the French Language Policy by:

- advising on planning and service;
- providing high quality translation services;
- revising and proof-reading translated material;
- doing web page translations and placing them online in French for all departments;
- assisting with client service in French;
- promoting the use of French in government communications, when appropriate;
- negotiating with the federal government for funds for services in French;
- managing the Canada-Yukon funding agreements on French Language Services;
- coordinating department plans for service in French, including disbursing and accounting for funding;
- consulting with the Yukon Francophone community on its needs and priorities;
- helping to build relationships with and between government departments and the Francophone community, to improve understanding of priorities;
- communicating with and providing support to departments, agencies and institutions and their French language service coordinators; and
- providing French language training for adults.

HIGHLIGHTS IN 2005–06

- In a spring 2005 joint news release with the *Association franco-yukonnaise*, the government announced plans to create a Directorate of French Language Services. The directorate would evolve from a bureau to a central service with its own minister. French language services would gain a higher profile within the government.
- The initial step for the directorate was the hiring of a director, involving for the first time a representative of the Francophone community in the selection process. The successful candidate, Carol Genest, started in January, 2006.
- The bureau obtained a communications officer to help prepare for the creation of the directorate. The Department of Highways and Public Works provided the position.
- To increase awareness among Government of Yukon employees, the bureau participated regularly in the Public Service Commission's two-day orientation for new employees. The bureau provided an overview of its services and of the government's obligations to provide services in French.
- The Working Committee on French Language Services — which includes representatives of the bureau and the Yukon Francophone community — met bi-weekly to discuss initiatives and issues.
- The Interdepartmental Committee on French Language Services — which includes French language service coordinators from each department and agency — met seasonally to discuss common issues.

The bureau is proud of its advancement to paperless translation! In 2005–06, it purchased a new translation request management system, FLOW, which allows staff to efficiently track and prioritize translations online. The result is better service to clients and significant savings of ink and paper.

The bureau also updated its software, Multitrans, providing translators with improved research and terminology tools so that they can provide high quality translations more effectively.

These advancements, along with the addition of second monitors to the desks of translators and assistants, have improved the efficiency of the translation and proof-reading processes. Translators and assistants no longer have to print documents or work with several dictionaries on their desks, because electronic resources are now easily accessible.

C'est la rentrée, partout au Yukon
Conducteurs : prêtez une attention particulière aux élèves qui circulent à bicyclette
Élèves : soyez prudents et n'oubliez pas ces quelques conseils de sécurité
Yukon

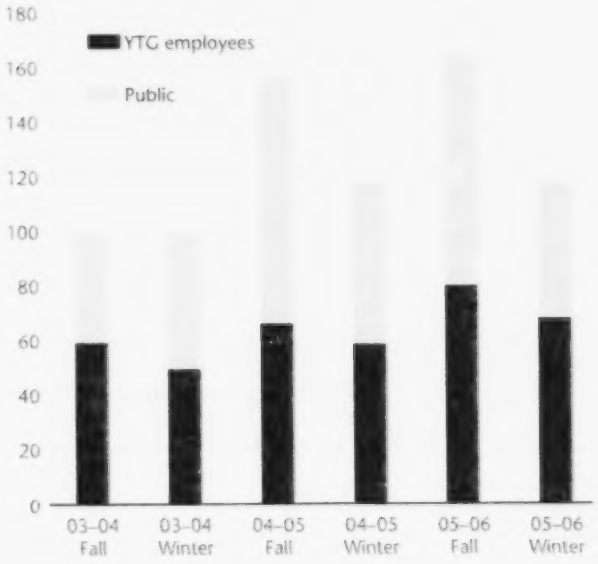
The Adult French Language Training Centre offers day and evening classes to Government of Yukon employees and the public. The Public Service Commission covers tuition for up to 150 seats over two sessions per year for government employees. Fees charged to non-government students generate revenue.

The centre teaches seven levels of French — from True Beginner to *Cours de perfectionnement*, an advanced course that integrates conversational and written French.

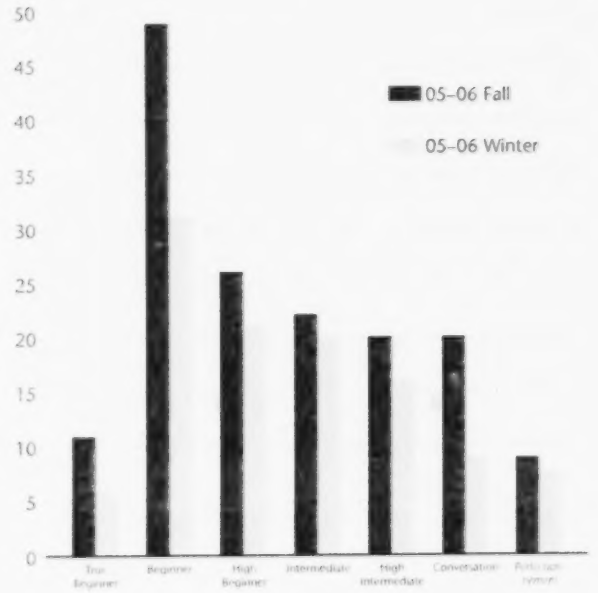
In 2005–06, the centre worked with other second language training services, including the *Association franco-yukonnaise's Service d'orientation et de formation des adultes* (SOFA), Yukon College and the federal School of Public Service, to ensure clear understanding of each other's mandate.

The demand has been increasing for French language instruction. In the fall 2005, 165 students were enrolled — the highest number to date. Of that, 80 were Government of Yukon employees. In winter 2006, 118 students were registered, including 68 government employees. This was similar to registration levels in 2004–2005, representing an increase of close to 60 percent over previous fall semesters. Possible reasons: more specialised courses, the quality of the courses and a greater interest amongst Yukoners in speaking French.

French class registration numbers



Numbers of students at each level



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All photos courtesy of the Government of Yukon, unless otherwise indicated.